

Troubleshooting with kids
How to solve some common problems in the lab

<p>Dock isn't there or is behaving strangely Mouse to all edges of screen. When you find dock, hold a mouse click on the white part of the dock. Choose "Turn Hiding Off" or other needed options.</p>	<p>No toolbars appear in Microsoft (Word, PP, Excel) Enter the program in question. Choose "View" menu, then "Toolbars," then choose the needed toolbars. Repeat for each additional toolbar.</p>
<p>Nothing appears when application is opened App is probably already open. Check what is says on menu bar at top of screen. Choose "File" → "New" or make toolbars appear and go from there.</p>	<p>No student globe/hard drive image on desktop or in sidebar Make sure it says "Finder" on menu bar. Choose "Finder" menu, then "Preferences." Check what you need in the "General" and "Sidebar" tabs.</p>
<p>Program freezes Hold a mouse click on the program icon on the dock to get the "Force Quit" option. Alternatively, go to the apple menu, choose "Force Quit," and quit program.</p>	<p>Student can't find document they already created If possible, go back to the computer on which the program was created. Open a Finder window and click on "Documents" in the side bar. If that doesn't work, try "File" menu → "Find" option to search for doc, but kid has to remember what s/he named it.</p>
<p>Student can't hear anything Check the volume. Check that headphones are plugged in the right place.</p>	<p>All mouse clicks pop up a menu Make sure nothing is sitting on the keyboard, particularly on the "control" key.</p>
<p>Student having trouble saving; document says "read-only" Do a new "save as..." Rename doc a new name or the same name as before and replace the old version. Try to monitor for this on big projects because sometimes kids don't stop to read all the warnings and end up inadvertently trashing all their work.</p>	